

e-WORKWIRE

THE NEWSLETTER FOR VALLEY EXECUTIVES

Valley Telework Project Gears Up for Year Three

Discover how smart Valley companies got smarter – they joined the Valley Telework Project.

For the third year in a row, Valley Metro is offering free assistance from nationally renowned telework consultants to help you develop and design a specialized telework program or help formalize and expand an existing program. By choosing to participate in the Valley Telework Project (VTP), you can increase productivity without increasing overhead, improve recruitment and retention, and gain recommendations on connectivity needs.

Companies of all sizes from both public and private sector organiza-

With over 62% of Fortune 1000 companies and 87% of the “best companies to work for” deploying such programs, telework is more than an office alternative – it’s a competitive requirement.

Source:
www.KineticWorkplace.com



tions throughout Maricopa County are encouraged to apply. Telework has proven itself successful among Valley companies in virtually all industries. Past recipients have included Big Brothers Big Sisters of Central Arizona, CIGNA HealthCare of Arizona, City of Mesa, City of Glendale, Carollo Engineers and Desert Schools Federal Credit Union.

For more information on the Valley Telework Project, visit our Web site at www.ValleyMetro.org or call Valley Metro at (602) 262-RIDE.

Enclosed is an application for you to fill out and send in today!

Free assistance is available with any or all of the following:

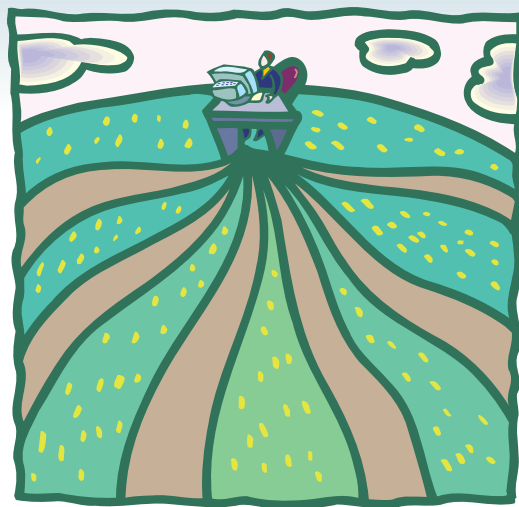
- ◀ Gaining commitment from management
- ◀ Developing or revising policies
- ◀ Assessing the technology component
- ◀ Selecting and training teleworkers
- ◀ Evaluating costs and savings
- ◀ Modifying and expanding the program

Apply Now For Free Consulting Services

“Research indicates that helping employees with their commute options can increase employee morale and productivity at the workplace.”

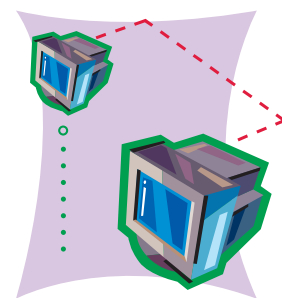
Businesses and employees alike benefit from telework.”

– Valerie Manning, CEO
Greater Phoenix Chamber
of Commerce



Results of Telework in Phoenix EACH DAY:

- Eliminates 965,200 commuter vehicle miles
- Saves more than 26,000 pounds of pollution



Case Study: At A Glance

“When we set out to create a more flexible environment for our employees, we had no idea what a valuable tool telework would prove to be.”

Our teleworkers tell us they are less likely to look for other work because of the opportunity INC gives them to work from home.”

– Jim Jacobson
Senior HR
Administrator

Industry:

Health Management

Location:

Phoenix, AZ

Statistics:

- 270 employees in Phoenix office – 1,000 employees nationwide
- Teleworking since 1999
- 13 Teleworkers

Business benefits:

- Retain valued employees
- Provide flexible work schedule
- Meet trip reduction targets

Bottom-Line Results:

- Teleworkers report that their morale and productivity have improved
- Five employees based at INC’s Phoenix office that live and work on the east coast are able to perform their work ably at a distance as a result of INC management’s ability to manage performance remotely



- Teleworkers perform a variety of tasks when working at home including data processing, programming, word processing, and editing
- INC teleworkers report that they are less likely to look for another job because of being able to work away from the office

Work/Life Balance and Air Quality Impacts:

- Teleworkers at INC save 90 minutes in commute time and reduce travel by 50 miles each day they work from home
- Time not spent commuting is spent with their families, sleeping later, doing household chores, and doing more work for INC
- More than 740 fewer pounds of pollutants are being saved annually.



Telework

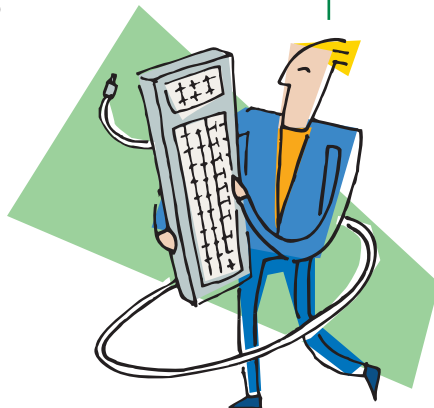
T I D B I T S

A recent survey conducted by the *American Business Collaboration* found that telework is happening in a wide variety of ways. Companies have utilized technology to enable telework arrangements that fit their needs, such as:

- ▶ **Regular teleworkers** – Work from their homes usually one to a few days each week
- ▶ **Irregular teleworkers** – Work from home on an adhoc basis, at least several days per month
- ▶ **Remote workers** – Rarely work from the home office
- ▶ **Mobile Workers** – Perform their work moving from place to place
- ▶ **Customer-site workers** – Work on-site at the customer's office

According to a March study from Access Markets International Partners, 67 million Americans—or half the U.S. workforce—will be working remotely by 2006.

Source: *Business First Columbus*



The 17th annual *100 Best Companies for Working Mothers* showed that winning companies excelled at family-friendly programs such as alternative work arrangements and telecommuting. All companies on the list had a telecommuting or work-at-home component and many reported surges in telecommuting growth.

Source: www.WorkingWoman.com

Surprise! In a *New York Times* Job Market survey, researchers found that corporate work-life programs greatly appeal to employees, with 57 percent of respondents saying it is very important for them to work for a company that is supportive of their life outside work.

Findings also indicated workers with higher amounts of stress were more likely to go looking for a less stressful work environment, with 75 percent reporting that the level of job stress they encounter directly impacts their decision to look for a new job. Only 18 percent of respondents say their current company is very good at helping reduce employee job stress.



“The biggest benefit of telework we’ve found is that it’s allowed us to retain the best talent.”

– *Diedra Alexander*
Manager of Alternative Work Solutions
LexisNexis

Mark Your 2003 Calendar!

Valley Metro is hosting the following morning Telework Clinics:

◀ January 29th –

Essentials to a telework program

- Selling to management
- Legal/security/liability considerations
- Performance management
- Technology tips
- How to select teleworkers
- Getting started with a simple agreement & policy



◀ May 14th –

Telework Testimonials and more: Why it works for me and why it works for our organization

- *Question & Answer session with panel of teleworkers and telemanagers to discuss telework and how it works for them*

◀ September 18th –

Continuity Planning

- *Discover how to disperse your workers and keep track of them*

Workshops will be held at the Wells Fargo Conference Center located at 100 W. Washington Street, Phoenix.

For more information on an upcoming workshop, please call (602) 262-RIDE.



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www.ValleyMetro.org

**Got Telework?
If Not, Get This.**

We can help you
implement your
telework program.
Call 602-262-RIDE
to apply for assistance.



Funded by the Maricopa Association of Governments, with Federal Highway Administration Congestion Mitigation and Air Quality Improvement Funds.